

# GSA FMS Quality Deficiency Processing

- While the National Customer Service Center (NCSC) is the GSA central receiving point for PQDRs, the research and resolution of PQDRs is retained by Supplier Management within Federal Acquisition Service (FAS)/GSA.
  - The NCSC does issue credit and arrange returns and reshipments, but at the direction of Supplier Management.
- GSA receives PQDRs from both military and civilian customers. Sources of input include WebSDR, SF368s, email, and telephone calls.
- GSA does accept DLMS 842A/W with quality-related discrepancy codes, however the VISION system does not currently handle any of the quality-specific attributes included in the transaction.
- GSA has not planned for a PQDR interface, but will consider the possibility of establishing such an interface in the future.